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I hereby certify that this correspondence is being filed electronically with the U.S. Patent and Trademark Office on the below date:

Date: September 23, 2009 Name: Christopher T. Sushashadana, Reg. No. 56,255 Signature: /Christopher T. Sushashadana/

Case No. 10022-397

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

FANO et al.

Examiner: William J. DEANE, Jr.

Serial No: 10/663,592

Group Art Unit: 2614

Filed: September 15, 2003

Conf. No.: 3285

For: REMOTE MEDIA CALL CENTER

RESPONSE AND AMENDMENT

Mail Stop Amendment
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Non-Final Office Action dated June 23, 2009, please enter the following amendments and consider the following remarks.

Amendments to the claims begin on page 2.

Remarks begin on page 19.